



[ナレッジベース > Using Deskpro > Admin > Business Rules > How do I use a generic From: name for agent email notifications?](#)

How do I use a generic From: name for agent email notifications?

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By default, when agents get email notifications from the helpdesk about tickets the From: name used for the emails is the user's name, you can update this to display email notifications as coming from a Generic Email and From: name such as Acme Helpdesk and support@acme.com.

In **Admin > Business Rules > Triggers** on the **New Ticket Triggers** tab select the **Send agent notifications** trigger.

In the Actions section, change the From: name from "Name of the person who initiated the action" to "Helpdesk Name" (or enter a custom name).

The screenshot shows the Deskpro Admin interface with the 'Ticket Triggers' tab selected. On the left, the navigation sidebar includes sections for Overview, Configuration, Channels, Agents, Help Center, Ticket Structure, Features (Business Rules, SLAs, Escalations, Round Robin, Agent Shifts, Macros, Interface Defaults, Recurring Tickets), CRM, Apps & Integrations, and Data. The 'Ticket Triggers' tab is active, showing a list of triggers: New Ticket Triggers, New Reply Triggers, and Ticket Update Triggers. A search bar and filter button are at the top of the list. The 'New Ticket Triggers' section contains several triggers, including 'contact@221benergy.deskpro.com', 'support@221benergy.deskpro.com', and 'test@221benergy.deskpro.com'. The 'Apply: Global (17)' section contains 17 triggers. The 'Actions' section is expanded, showing a 'Send agent email' action with a template 'New Ticket Notification'. The 'From name' field is set to 'Helpdesk name'. Other options in the 'From name' dropdown include 'All subscribed agents', 'Assigned Agent', 'Agents assigned to team', 'Ticket followers', 'Teams of ticket followers', and 'Agent Performer'. The 'From email' field is set to 'Enter a custom name' with 'Helpdesk name' selected. The 'Edit: Send agent notifications' dialog box is open on the right, showing the trigger selection and action configuration.

Go to **New Reply** tab and do the same for the **Send agent notifications** trigger there.

Go to **Ticket Update** tab and do the same again.